**JOB DESCRIPTION AND PERSON SPECIFICATION**

**STUDENT ADVISER**

**Accountable to:**  Advice Manager

**Responsible for:** Providing confidential advice to students, primarily on academic matters, housing matters and hardship applications, andoccasional support for student officers on specific projects

**Hours:** 5 days per week

**Location:** Central London (between Arts SU and LSESU)

**JOB PURPOSE**

1. Responsible for providing 121 and group advice to students on areas including, but not limited to, academic issues, housing and general signposting
2. Contribute to the Advice Service’s strategic and operational planning
3. Provide occasional support for student officers on specific projects in line with plans

**KEY RESPONSIBILITIES**

1. **Responsible for providing 121 and group advice to students on areas including, but not limited to, academic issues, housing and general sign-posting**

* Undertake casework with students on a 121 and group basis which will involve contact with students face to face, over the telephone and via email
* Provide impartial advice on a student’s options in light of legislation, relevant regulations and University procedures. Assist a student in putting together their case, advising on the best way to achieve the outcome they want
* Where appropriate, act as an advocate of students in non-legal dealings primarily with the University and, on occasion, with external parties – this will include official hearings held by the University and occasionally writing to the University on behalf of students
* Provide housing contract checks
* Provide individual feedback on student submissions, such as appeals and complaints
* Attend relevant University level meetings in relation to the Advice Service
* Input information relating to advice work onto relevant databases and documents (in line with the Union’s procedures) and maintain accurate case records
* Liaise with University staff and other relevant external parties to share/seek information in relation to advice work and specific projects
* Provide advice on hardship and childcare applications, as well as being a member of the funds panel that makes decisions about awards.

1. **Contribute to the Advice Service’s strategic and operational planning**

* Provide information relating to advice work for key reports and meetings as required by the Advice Manager
* Contribute to strategic planning discussions by putting forward ideas for improvements to the Advice Service based on evidence
* Contribute to operational planning by planning specific tasks and projects that contribute to the work of the Advice Team
* Contribute to the promotion of the service – including the creation of publications and emails
* Coordinate research projects relating to the Advice Service and students, including running surveys, collating secondary research, and investigating areas where there are knowledge gaps in service provision
* Contribute to information packs and briefings in relation to the University’s regulations or the regulations of an external body

1. **Provide occasional support for student officers on specific projects in line with plans**

* Advise student officers on how to plan and undertake specific projects as delegated by the Advice Manager
* Undertake specific elements of a project which may include arranging meetings, ordering materials, ordering publicity, finding specific information or statistics

**PERSON SPECIFICATION**

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| --- | --- | --- |
| **CRITERIA** | **Application** | **Interview**  **Day** |
| **QUALIFICATIONS** |  |  |
| Good general education, typically to the Higher/A level equivalent | **√** |  |
| **EXPERIENCE** |  |  |
| Minimum of 1 year delivering advice, welfare services, or support services to users | **√** | **√** |
| Demonstrable experience of working effectively on own initiative |  | **√** |
| **KNOWLEDGE** |  |  |
| Working knowledge of current issues and themes in student support and higher education more generally | **√** | **√** |
| Understanding of equality and diversity and the relevance to students’ experience |  | **√** |
| Understanding of one or more of the following areas of advice: housing, employment rights and academic (e.g. academic misconduct, academic appeals, extenuating circumstances and University complaints) | **√** | **√** |
| Working knowledge of reporting by collecting and analysing quantitative and qualitative data | **√** | **√** |
| **ATTRIBUTES/SKILLS** |  |  |
| The ability to work effectively in a team | √ | √ |
| The ability to quickly understand regulations and legislation | **√** | **√** |
| The ability to formulate and clearly structure an argument | √ |  |
| Exceptional Interpersonal and Communication Skills (written and verbal) | √ | √ |
| Calm disposition, especially under pressure |  | √ |
| Able to create and maintain strong working relationships |  | √ |
| Able to overcome hurdles and problems in a constructive manner |  | √ |
| Able to understand working with a complex external organisation |  | √ |
| Self-motivated and self-reliant | √ | √ |
| IT competent with a working understanding of Microsoft Office | √ |  |
| Able to accurately use a case recording system | √ |  |
| **VALUES AND ETHICS** |  |  |
| Desire to work within a democratic student led environment |  | √ |
| Understanding and commitment to equal opportunities |  | √ |
| Desire to work within organisation servicing a culturally diverse membership |  | √ |
| Positive, approachable and committed to supporting others | √ | √ |
| Demonstrably high standards of personal integrity |  | √ |

This is a guide and candidates will be shortlisted on the basis of how many of the criteria they meet.